

Cleaner, Faster, More Secure Claims Processing

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Session Overview

- Consumer billing data
- Agency billing data
- Seamless claims transmission
- Seamless claim status and 835 retrieval
- RPA (Revenue Performance Advisor) portal
- Change Healthcare signup/setup process
- Questions



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Consumer Billing Data

- Demographics
 - Name, DOB, Gender, Address
- Certified Entitlements
 - Insurance, Prior Authorizations
- Diagnosis
 - ICD-10 codes
- Services/Reception Desk/Housing/Operations
 - Progress Notes, Group Notes, Reception Desk Time, Nightly Absences, Transportation Rides



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Agency Billing Data

- Payers
- Configure Billing Types
- Program Billing Groups
- Program Billing Info
- Billing Rates
- Agency Program Information
 - Program Address (Service Facility Information)
- Human Resources
 - Staff NPI, Taxonomy Code, Rendering/Attending Secondary ID, Credentials



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Claims Transmission

- Benefits
 - Faster, Less Clicks, More Secure, Additional Level of Support
- How to use
 - Create Insurance Claims
- How to gain access
 - Sign Up!



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Claims Status/835 Retrieval

- Benefits
 - Faster, Less Clicks, More Secure
- How to use
 - Remittances/Responses
- How to gain access
 - Sign Up!



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RPA

- Benefits
 - Real Time Claim/Payment/Denial Tracking, Detailed Reporting Dashboard, Additional Level of Support, Free with Clearinghouse Add On Feature
- How to use
 - Tabs
- How to gain access
 - Login access to portal provided by Change Healthcare



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Clearinghouse Signup/Setup

- Signup Process
 - Complete the Clearinghouse Add-on Agreement
 - https://demodb.footholdtechnology.com/help/docs/billingbuilder_clearinghouse.pdf
 - Provide agency contact information
- Account Setup and Payer Enrollment
 - Change Healthcare will reach out within 3-5 business days
 - Payer enrollments are often quick, but it depends on the individual payer
 - RPA training provided by Change Healthcare
- Testing
 - Agency transmits their first test 837 file from AWARDS to Change Healthcare
- Live Billing!
 - Agency transmits their first live 837 file from AWARDS to Change Healthcare



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Q & A



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